

**DUTY STATEMENT**

DS 3022 (03/2015)

**DEPARTMENT OF DEVELOPMENTAL SERVICES  
INFORMATION TECHNOLOGY DIVISION  
ENTERPRISE APPLICATION SERVICES BRANCH  
WEB & APPLICATION SYSTEMS SUPPORT**

**DUTY STATEMENT**

**JOB TITLE:** Information Technology Specialist I**POSITION #:** 472-504-1402-007**WORKING TITLE:** SharePoint Developer**EMPLOYEE:** VACANT

**POSITION DESCRIPTION:** Under the general supervision of the Information Technology Manager I, the Information Technology Specialist I is a member of the application development team and is responsible for the development, enhancement, operation, administration, maintenance and support of the Enterprise SharePoint environment. The incumbent is responsible for the building and configuration of new SharePoint sites, development of SharePoint applications, administration of user access, development of custom features, and oversight of site implementation. The incumbent has a good understanding of SharePoint architecture and thorough knowledge of SharePoint security.

The Information Technology Specialist I must have the ability to learn new concepts, understand system to system relationships and interfaces and maintain cooperative working relationships with business partners and the development team to identify goals and objectives. The Information Technology Specialist I possess strong organizational, analytical, and verbal/written communication skills; works both independently and in a team environment, participates in meetings, and completes work assignments in an effective, accurate, and timely manner. The Information Technology Specialist I must keep up with current and industry trends, standards and practices related to web application development.

**SUPERVISION EXERCISED:** n/a**SUPERVISION RECEIVED:** Information Technology Manager I

<b>DOMAINS:</b> Business Technology Management:	basic skills
Client Services:	moderate skills
Information Security Engineering:	moderate skills
IT Project Management:	basic skills
Software Engineering:	critical skills
System Engineering:	critical skills

**EXAMPLE OF DUTIES:**Essential Job Functions:

- 35% Develops simple and complex SharePoint sites including templates, workflows, and other SharePoint functionality using SharePoint Designer, Adobe Creative Suite, HTML, JavaScript, CSS, XSLT, PowerPlatform (PowerAutomate, PowerApps, PowerBI) and other appropriate technologies to meet customer needs and achieve strategic technology objectives. Provides technical direction, input and mentorship to SharePoint site owners, site designers and development team to optimize end user experience and reduce service interruptions. Manages access control for SharePoint Online and site collections. Trains and supports site administrators to perform day-to-day functions.
- 20% Collaborates with Information Technology (IT) staff to plan and manage Active Directory users, groups, containers and organizational units in a manner that supports SharePoint needs. Work with business users and application developers to determine the IT solutions and methods to develop application architecture decisions, provide guidance and direction on development of principles and best practices for SharePoint, and work with business customers to provide excellent customer service.
- 15% Leads efforts to analyze SharePoint problems, requirements, requests and proposals for custom sites, web parts or applications. Determine impact of requests and makes recommendations on solutions. Perform root cause analysis of SharePoint malfunctions or outages. Respond to requests for information about SharePoint software or operations.
- 10% Meet with business customers to ensure that requirements, behavior, and design are being met in the SharePoint solution. Develop and maintain the enterprise content collection, which includes SharePoint sites, content indexing, and management, personalization, user access management and workflows. Analyzes potential enhancements and integrate them into the SharePoint environment.
- 10% Develop and maintain SharePoint governance policies. Deploy SharePoint custom features and packages. Develop training materials and provide training to SharePoint Administrators to manage their sites. Keep with current SharePoint product, updates, security patches, and best practices.

Marginal Job Functions:

- 5% Provide backup relief to application developers in their absence.
- 5% Complete other required duties within the scope of this position.

**WORKING CONDITIONS:**

- Open-spaced partitioned offices
- Prolonged periods on a personal computer up to 90% of the time
- Occasional required to move or transport objects weighing up to 25 pounds
- May require 24x7 on-call support responsibility as well as weekend support
- Occasional travel up to 5% for overnight or day trips

**DESIRABLE SKILLS AND EXPERIENCE:**

- Experience with Software/Databases: SharePoint Online, PowerPlatform (PowerAutomate, PowerApps, PowerBI), SQL Server, SQL Server Integration Services
- Experience with programming languages: CSS, XSLT, C#, HTML, and JavaScript
- Previous experience in a technical customer support role. Strong interpersonal and customer service skills
- Experience with SharePoint architecture, development, support and administration
- Knowledge of SharePoint security
- Experienced in systems analysis and troubleshooting, scheduling and planning, and tracking of results. Able to independently troubleshoot issues extending beyond SharePoint (DNS, Active Directory, SQL, etc.)
- Knowledge of Federal Section 508 and State Web Accessibility Guidelines
- Experience designing, installing, configuring, administrating, and developing SharePoint team sites and automated business processes
- Demonstrated ability to produce clean, well-designed code

**CERTIFICATION OR LICENSE:** n/a